

ABSTRACT OF THE DISCLOSURE

An arrangement is made so that, from an inquiry screen of the home page of the Web server, a selection is made among a retrieval of a knowledge data base, an inquiry through 5 an electronic mail and a receipt of an answer through telephone, and in the case when the answer through telephone is selected in the home page, the corresponding one of operator terminals automatically calls out to the telephone of the user; therefore, it becomes possible to readily 10 respond to an inquiry received through telephone, an electronic mail or a home page efficiently in a versatile manner.